Directorate of Human Resources

MAIL HANDLER'S TRAINING

USAG Fort Hamilton

FY12

GOVERNING REGULATIONS

Army Regulation 25-51

Department of Defense 4525.6-M

Army Regulation 380-5

Domestic Mail Manual 600-8-3

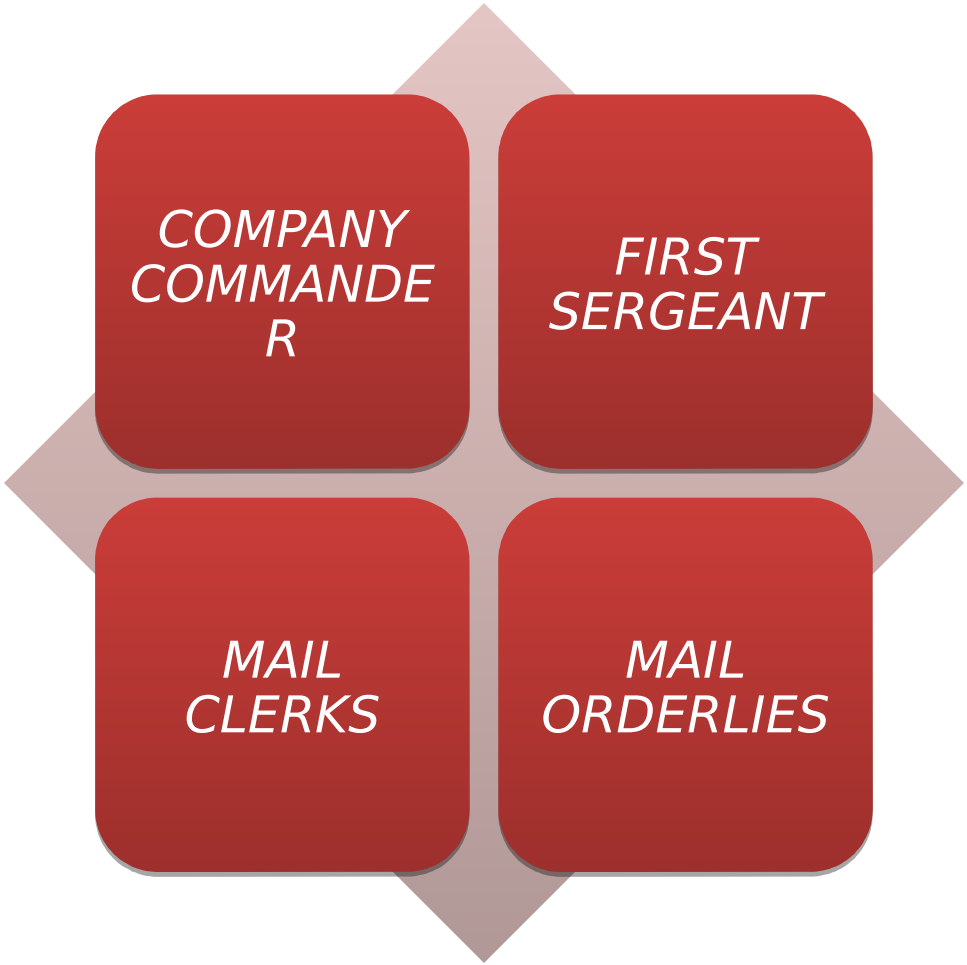
OMDC TRAINING

- Training
- Qualifications
- Designation
- Responsibilities
- Processing Mail
- Establishing Postal Files
- Security
- Postal Offenses & Losses
- Inspections

INTRODUCTION

Training shall emphasize the importance of safeguarding official business mail, handling of accountable mail, timely delivery, and serious consequences of negligence of duty.

QUALIFICATIONS / ACCESS



ARMY REGULATION

MAIL HANDLER'S RESPONSIBILITIES

- PROTECT THE MAIL AT ALL TIMES
- PERMIT NO ONE BUT AN AUTHORIZED ADDRESSEE TO HANDLE THE MAIL
- INTERNAL DISTRIBUTION OF OFFICIAL MAIL AND DISTRIBUTION WITHIN AN ORGANIZATION IS THE RESPONSIBILITY OF THAT ORGANIZATION
- REPORT MAIL PROBLEMS TO THE COMMANDER
- ALL QUALIFIED PERSONNEL MUST BE APPOINTED BY THE COMPANY COMMANDER OF THAT ORGANIZATION
- TRANSPORT MAIL ONLY IN USPS CARTONS AND IN MILITARY/GSA VEHICLE IF NOT WALKING

DESIGNATED PERSONNEL SHALL:

- Be a U.S. citizen
- Eligible for a SECRET clearance if handling registered mail
- Have no record of conviction by court-martial under the Uniform Code of Military Justice (UCMJ)
- Have no record of Punishment under UCMJ Article 15 within the last 12 months for a postal related offense
- Have no record of civil convictions other than
- Have no record of derogatory information or unfavorable conduct casting doubt on the individual's trustworthiness and integrity
- Have no record of being evaluated as not having a psychiatric, alcoholic, or drug abuse condition based on a review of personnel and medical records
- Have never been relieved for cause from postal duties

OFFICIAL MAIL/PERSONAL MAIL

- AR 25-51, Chap 2, 2-2, Personal Mail

- Personal mail is ANY correspondence which does not pertain solely to the business of the United States Government

- Personal mail may be delivered through the OMDC if it meets the criteria of paragraph 2-40b (4). Personal or Unofficial Correspondence and Mail

- The receipt of mail that is personal, unofficial, or non-mission related is prohibited. The dispatch of personal, unofficial, and non-mission related correspondence and mail is prohibited

- Personal, unofficial, and non-mission related mail and correspondence will be handled according to IAW DoD 4526.6-M, Volume II

MAIL PREPARATION

ALL ADDRESSED MAIL MUST BE TYPE WRITTEN ACCORDING TO ARMY REGULATION 25-51, PARAGRAPH 2-12A (1), 30 NOV 92.

- Use the smallest envelope possible
- Do not deposit official mail in United States Post Office receptacles
- Reuse of boxes must completely obliterate previous markings
- All items listed below will be typewritten, rubber stamped or mechanically printed

"All Addresses"
"Official Business"

COST SAVING TIPS

SMALL ENVELOPES

CONSOLIDATE

SF 65 SHOTGUN ENVELOPES

UPDATE MAIL MEMO

OFFICIAL MAIL

WHEN MAILING OFFICIAL MAIL, IT MUST BE PROPERLY PREPARED. THE ENVELOPE ADDRESS
AND RETURN ADDRESS MUST BE TYPED, ALL CAPITAL LETTERS AND NO PUNCTUATION!

RETURN ADDRESS:
NORMAL MAILING

HQ IMCOM
ATTN: ASD
117 IH-35
SUITE 110
SAN ANTONIO TX 78233

.

ADDRESSING OUTGOING MAIL

OUTGOING MAIL MUST HAVE THE SENDER'S COMPLETE MILITARY RETURN ADDRESS.

- 244th QM BN:
  PVT JOSEPH R. SMITH
  ALPHA CO 244TH QM BN (1ST PLT)
  901 16TH STREET
  FORT BELVOIR VA 22060-1509

- 262d QM BN:
  PVT MARY P. JONES
  CHARLIE CO 262D QM BN (3RD PLT)
  820 11TH STREET
  FORT BELVOIR VA 22060-1504

- 266TH QM BN:
  WILLIAM A. BRAVEHEART
  BRAVO CO 266TH QM BN (4TH PLT)
  901 13TH STREET
  FORT BELVOIR VA 22060-1508

NOTE:UNDER NO CIRCUMSTANCES ARE SOLDIERS PERMITTED TO USE PLATOON NICKNAMES OR THEIR DRILL SERGEANTS NAMES IN THEIR ADDRESS. THIS IS FORBIDDEN BY THE UNITED STATES POSTAL SERVICE.

OUTGOING MAIL

When mailing important documents or valuable items, ***ALWAYS*** send them certified or registered. Regular First Class and Priority mail cannot be tracked and is not recommended when mailing valuable items.

U.S. Postal Office policy is to return incoming mail to the sender that does not have a complete address.

Tracing lost Special Mail, such as Express Mail, Signature Confirmation, Certified Mail, or Insured Mail must be done by the sender and only with the receipt.

Soldiers should notify their correspondents, about two (2) weeks prior to a PCS from Command, to stop writing until the soldier can provide a new PERMANENT ADDRESS. A replacement unit address should never be given as a new mailing address, as it will delay the mail up to two weeks.

HANDLING OF OFFICIAL MAIL

- Official Mail (OM) is paid by appropriated funds

- Official Mail is authorized only for United States Government business

- Official Mail may be searched before metering

- Official Mail costs are reported in detail quarterly

FIRST CLASS/PRIORITY MAIL

- All metered mail may be sent as First-Class/Priority Mail
- First-Class Mail cannot exceed 13 ounces. Examples: a letter size envelope or a flat envelope that is business correspondence
- Priority Mail cannot exceed 70 pounds. This is a fast way of expediting but extremely expensive

SPECIAL SERVICE MAIL

(CERTIFIED, REGISTERED, EXPRESS, RETURN RECEIPT
CERTIFICATE OF MAILING, RECORDED DELIVERY)

- Added Protection & Proof of Delivery
- Use when directed by Law, Army Regulation, or DoD Directive
- Government Losses in Shipment Act PROHIBITS Federal Agencies
  from using registered and insured mail in order to obtain postal indemnity for items lost or damaged in the mail

ARMY REGULATION 25-51

STANDARD MAIL

- Standard mail is a class of mail consisting of mailable matter that is not required to be mailed as First-Class Mail or Periodicals
- Standard mail used to be called Third Class and Fourth Class mail
- Standard Mail (A) must weigh less than 16 ounces. Examples include circulars, pamphlets, catalogs, and newsletters. Commonly referred to as Bulk mail
- Standard Mail (B) must weigh more than 16 ounces but no more than 70 pounds. This is a slower method

  of mailing heavier items but it is also the cheapest method.

PERIODICALS

Periodicals is a class of mail consisting of magazines, newspapers, or other publications formed of printed sheets that are issued at least four times a year at regular, specified intervals from a known source of publication

DELIVERY OF MAIL

- Mail should be delivered only to authorized addresses, agents named in writing by addresses, or the servicing postal activity

- Mail may not be delayed, intercepted, opened, rifled, or left unattended when not in an authorized secure area

ARMY REGULATION 380-5

DELIVERY OF OFFICIAL MAIL

- Mail addressed to unit members by title is considered official mail
- Mail addressed to the “Commander” of an individual shall be delivered as official mail to the Commander
- Mail addressed to the “Commander” of a receptacle number not containing an addressee name or unit designation shall be returned to sender endorsed “Insufficient Address”

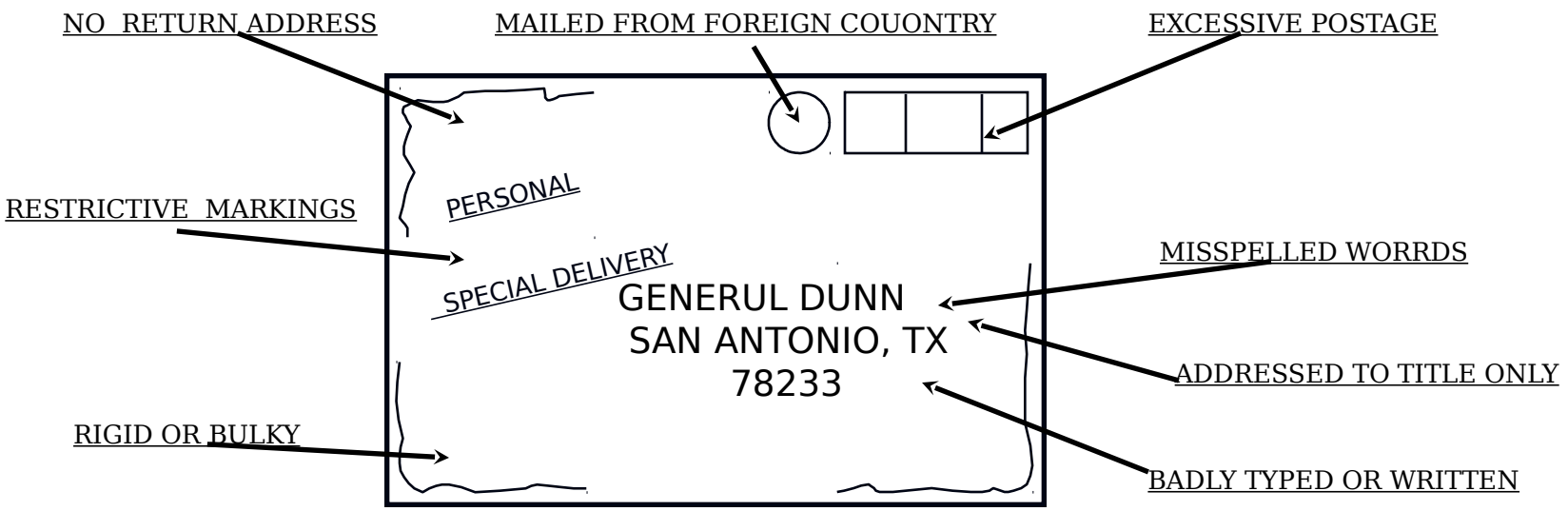
POSTAL OFFENSES & LOSSES

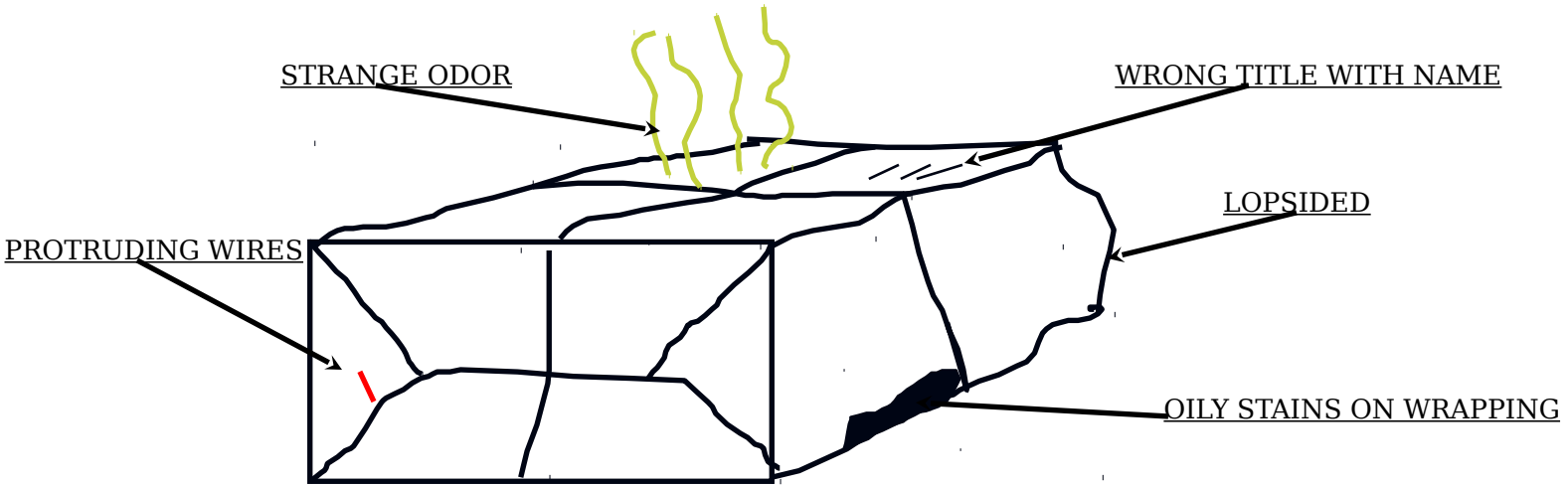
- Postal offenses are occurrences that violate laws, agreements, or USPS and DoD regulations and that jeopardize the security of mail and other USPS and DoD property. These offenses include the following:
- Mailing of illegal drugs, pornographic material, or other prohibited matter
- Alteration, destruction, or other unauthorized disposition of postal records
- Robbery, burglary, or forceful entry o military postal activities
- Unauthorized use of Military Postal Activities (MPA) privileges

MAIL ROOM SAFETY AND SECURITY

- The mail room is often the first line of defense against mail-based terrorist attacks.
- All mail clerks must be aware of suspicious mail.

THERE IS NO SURE WAY TO IDENTIFY A THREATENING PIECE OF MAIL





ISOLATE THE PIECE AND NOTIFY MILITARY POLICE AND POSTAL OFFICER

SAFETY AND SECURITY BASICS

- Any piece of mail that appears suspicious should NOT be moved or disturbed in any way.
- Do not open the item.
- Isolate the item and evacuate immediate area.
- Do not place the item in water or a confined space (if it explodes, pieces of drawer or cabinet could become flying shrapnel and cause additional injuries).
- Leave the item in open area.

ARMY REGULATION 380-5

LOSS OF MAIL

- Mail Clerks or Mail Orderlies may be held liable for any loss caused by their failure to handle mail properly

- Mail handling areas and all receipts for accountable mail shall be locked when responsible individuals are not physically present

ARMY REGULATION 380-5

OVERNIGHT STORAGE

Unit Mail Rooms that store official registered mail overnight shall have an approved security container that meets the requirements for storing ***SECRET*** material

ARMY REGULATION 380-5

UMR STRUCTURAL REQUIREMENTS

- Mailrooms shall be constructed to provide adequate space and security for the mail
- Structural requirements are as follows: Doors shall be provided with suitable locks and door hinges shall be mounted inside to prevent their removal from the outside

ARMY REGULATION 380-5

- Windows easily accessible from the outside shall be barred, other windows shall be covered with heavy wire mesh
- Walls and ceilings shall be constructed of material that prevents forcible entry
- Receptacles, when used shall be installed to prevent access to other receptacles or access from a customer service window

ACCOUNTING FOR SIGNATURE MAIL

- **WHEN YOU SIGN FOR MAIL -- BE CERTAIN THAT YOU GET A SIGNATURE FROM THE PERSON YOU DELIVER TO. <u>YOU WILL BE HELD ACCOUNTABLE FOR THAT PIECE OF MAIL.</u>**

- **UNITS SHOULD BE MAINTAINING AN INTERNAL DELIVERY REGISTER -- ADDRESSEE SIGNS REGISTER FOR UNIT SIGNATURE RECORD.**

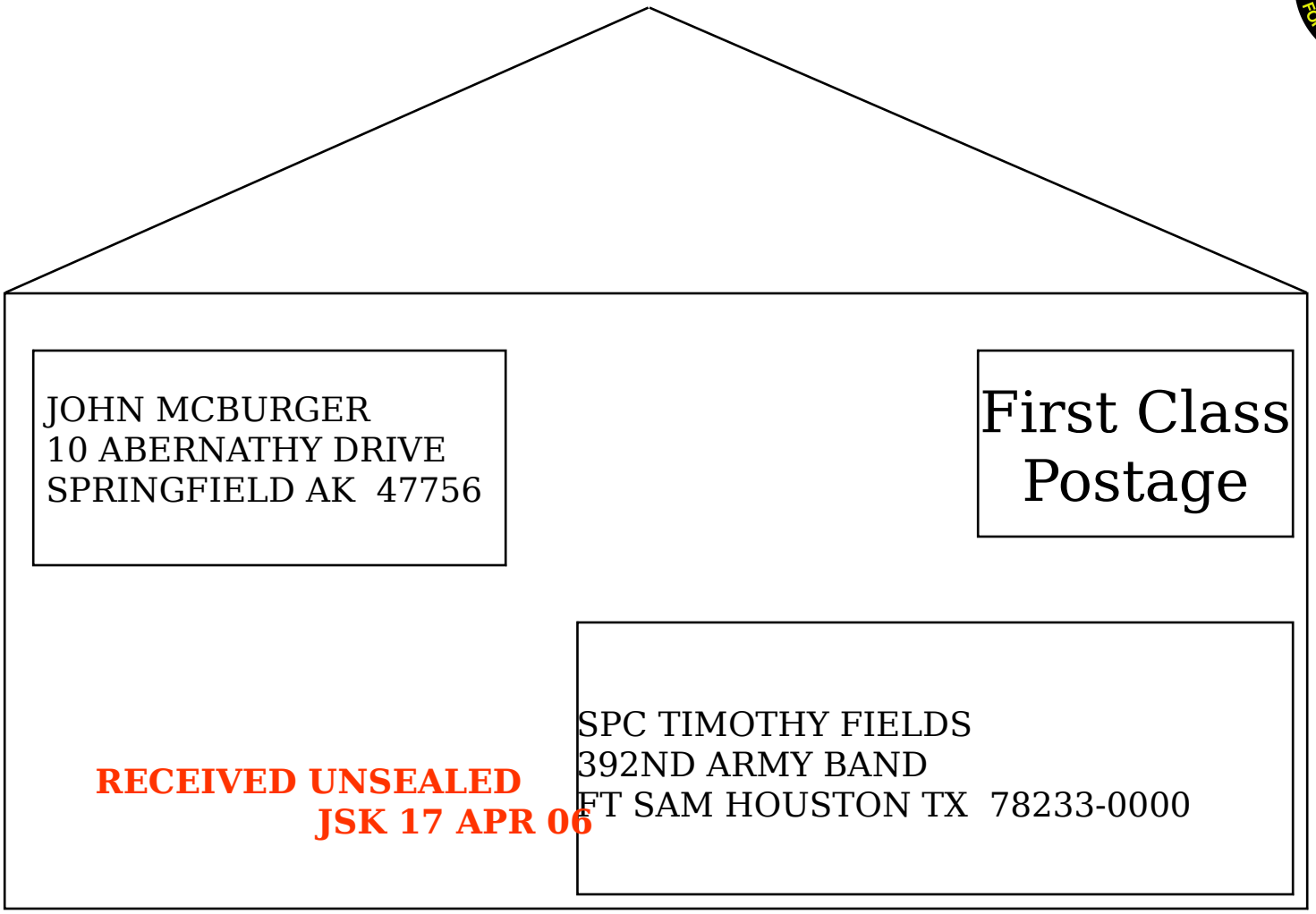
ACCOUNTABLE MAIL

- Accountable official mail shall be delivered to the addressee or person bearing written authorization
- Accountable mail shall be covered by a chain of receipts from acceptance by unit mail clerks until delivery has been made to the addressee or returned to the servicing post office

ENDORSING DIRECTORY MAIL

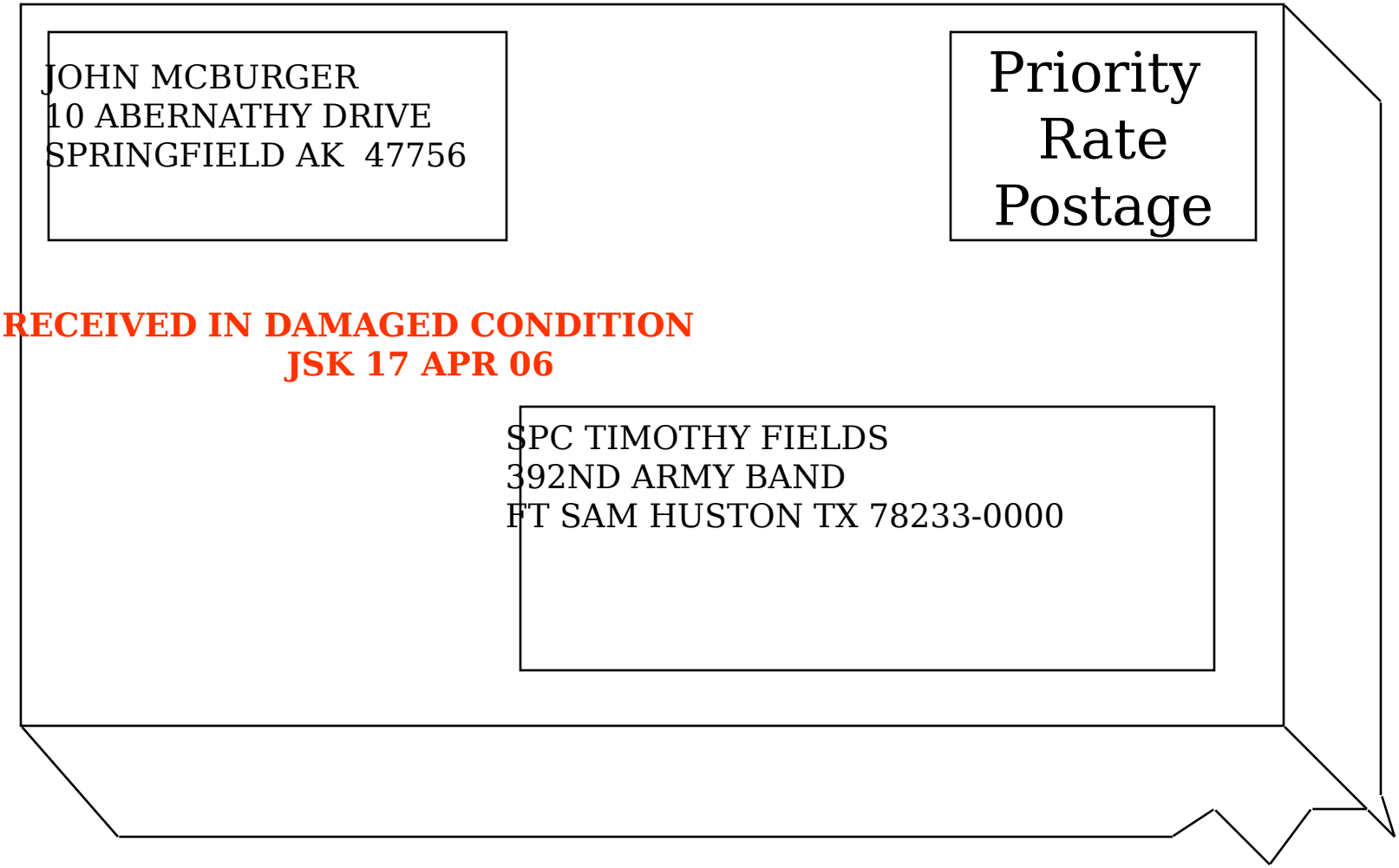
- Change of Address Due to Official Orders
- Forward To...
- Attempted Not Known
- Undeliverable as Address
- Moved, Left No Address
- Missent To...
- Unclaimed
- Refused
- Refused By Addressee
- Unsealed/Damaged Items
- Mail for AWOL Personnel
- Casualty Mail

EXAMPLE 1 - UNSEALED/DAMAGED ITEMS



An Item received like this should be resealed by the mail clerk. Your date stamp would be placed on the back of this mail.

EXAMPLE 2 - UNSEALED/DAMAGED ITEMS



EXAMPLE 1 - REFUSED BY ADDRESSEE

MRS FIELDS
14 S PALMER LANE
JACKSONVILLE FL 30336

First Class
Postage

REFUSED BY ADDRESSEE
JOHN S KELLEY
JSK 17 APRIL 06

SPC TIMOTHY FIELDS
392 ARMY BAND
FT SAM HUSTON TX 78233-0000

r date stamp would also be placed on the back of the

EXAMPLE 2 - REFUSED BY ADDRESSEE

MRS FIELDS
14 S PALMER LANE
JACKSONVILLE FL 30336

First Class
Postage

REFUSED:
TIMOTHY FIELDS
TF 17 APRIL 06

SPC TIMOTHY FIELDS
392 ARMY BAND
FT SAM HOUSTON TX 78233-0000

ur date stamp would also be placed on the back of the

EXAMPLE - UNCLAIMED

MRS FIELDS
14 S PALMER LANE
JACKSONVILLE FL 30336

First Class
Postage

UNCLAIMED
JSK 17 APRIL 06

SPC TIMOTHY FIELDS
392ND ARMY BAND
FT SAM HOUSTON TX 78233-0000

This endorsement is used only after you have held the mail for
30 days and have made every reasonable attempt to contact the
addressee and have them pick up their mail. Yet he/she still fails to pick up or take possession.
Your date stamp would also be placed on the back of the

EXAMPLE - MISSENT TO...

MRS FIELDS
14 S PALMER LANE
JACKSONVILLE FL 30336

First Class Postage

MISSENT TO:
392ND ARMY BAND
JSK 17 APRIL 06

SPC TIMOTHY FIELDS
HHC 262ND QM BN
FT SAM HOUSTON TX 78233-0000

ur date stamp would also be placed on the back of the

EXAMPLE - MOVED, LEFT NO ADDRESS

MRS FIELDS
14 S PALMER LANE
JACKSONVILLE FL 30336

First Class
Postage

MOVED, LEFT NO ADDRESS
JSK 17 APRIL 06

SPC TIMOTHY FIELDS
392ND ARMY BAND
FT SAM HOUSTON TX 78233-0000

ur date stamp would also be placed on the back of the

CHANGE OF ADDRESS DUE TO OFFICIAL ORDERS and

MRS FIELDS
14 S PALMER LANE
JACKSONVILLE FL 30336

First Class Postage

CHANGE OF ADDRESS DUE TO OFFICIAL ORDERS.

FWD TO:
AG ARMY BAND
APO AP 96205
JSK 17 APRIL 06

SPC TIMOTHY FIELDS
392ND ARMY BAND
FT SAM HOUSTON TX 78233-0000

r date stamp would also be placed on the back of the

CHANGE OF ADDRESS DUE TO OFFICIAL ORDERS and FORWARD TO…

JOHN HOPKINS UNIVERSITY
10 MEADOW CIRCLE SUITE 129
NEW YORK NY 10010

Bulk Rate

CHANGE SERVICE REQUESTED

CHANGE OF ADDRESS DUE
TO OFFICIAL ORDERS.

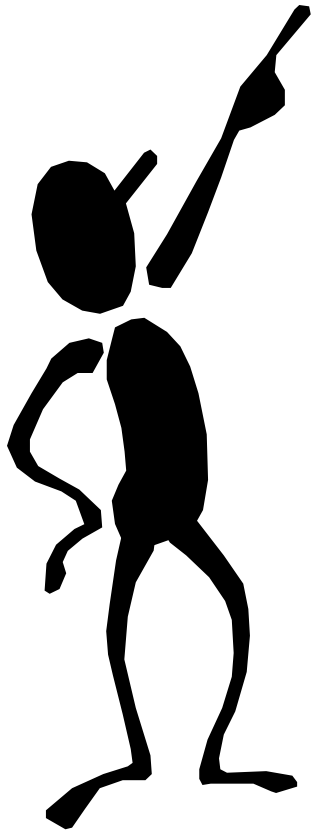
FWD TO:
AG ARMY BAND
APO AP 96205
JSK 17 APRIL 06

SPC TIMOTHY FIELDS
392ND ARMY BAND
FT SAM HOUSTON TX 78233-0000

our date stamp would also be placed on the back of the mai

DIRECTORY SERVICE

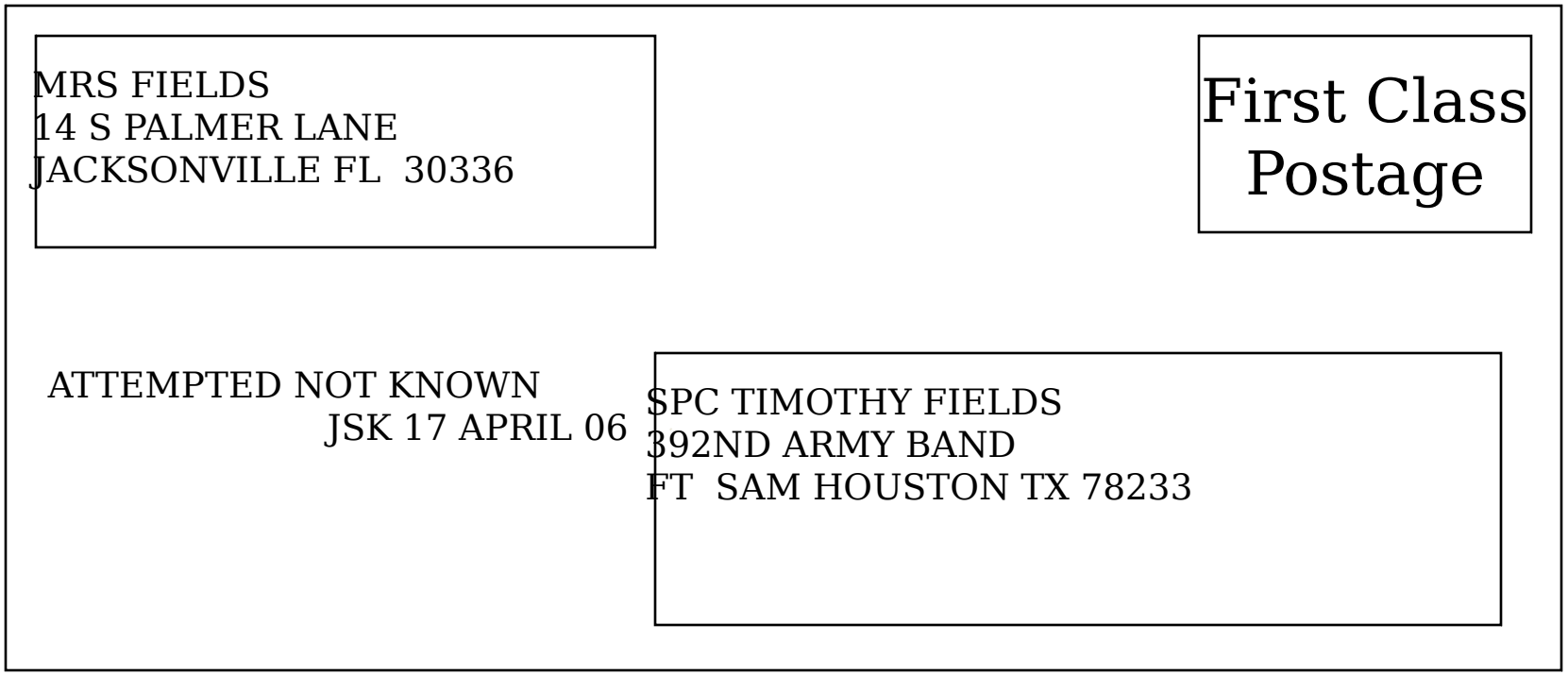
- Directory Mail
- Postal Directory



DIRECTORY MAIL

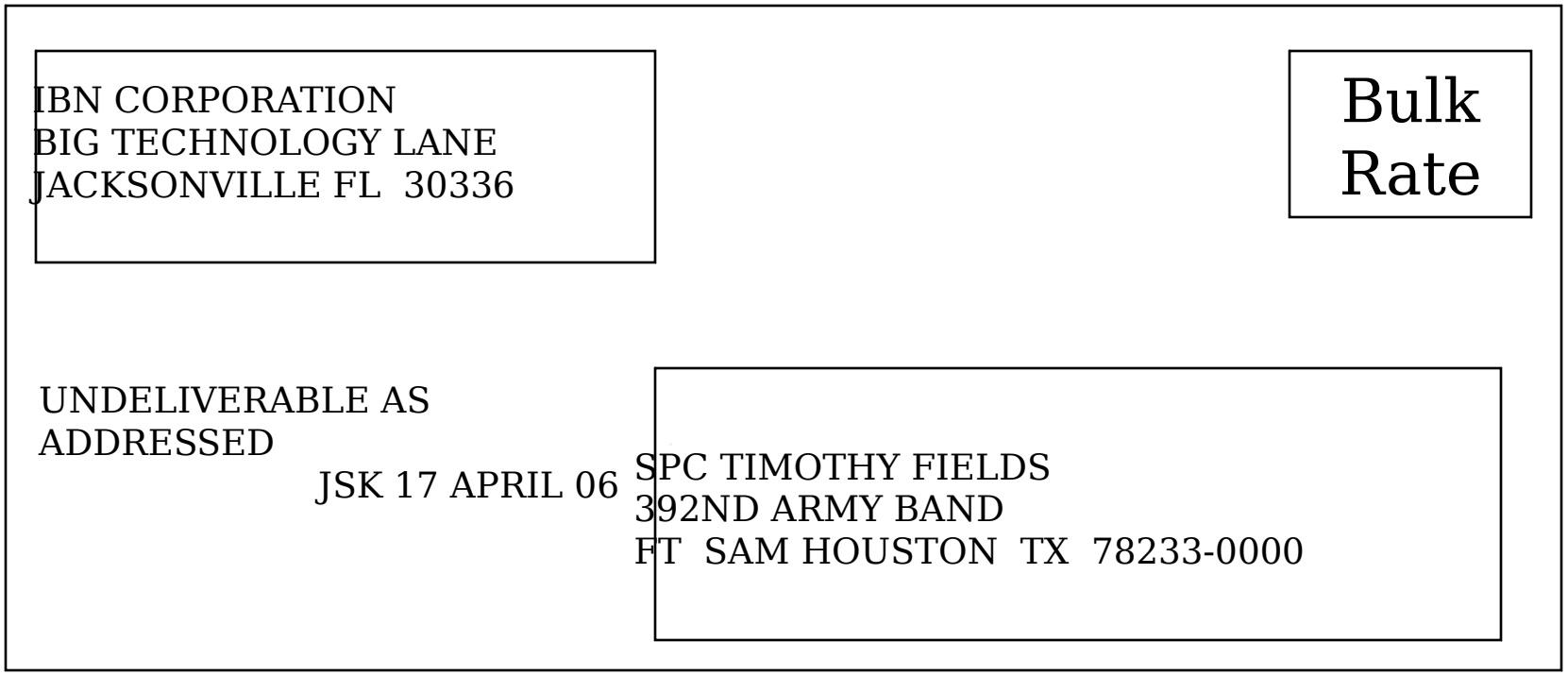
- Directory mail: Is mail that cannot be delivered as addressed because of an incomplete or incorrect mailing address.
- Write in omitted elements or the name, if known.
- Make endorsement neat and legible, using the minimum space required. Rubber stamps or gummed labels may be used for endorsements.
- Endorsements shall be placed on the front of the mail, whenever possible. The initial forwarding address shall be placed below and to the right of the original address. Gummed labels may be placed over old address to give additional space.
- The name of the addressee shall not be written, stamped over or covered by gummed labels.
- Each piece of mail given directory service shall be back stamped to indicate the date of receipt.
- Directory mail shall be returned to the servicing Postal facility for disposition separately.
- Mail for incoming personnel can be held for a maximum of 30 days from the member's expected arrival date or as otherwise instructed.

EXAMPLE 1 - ATTEMPTED NOT KNOWN



our date stamp would also be placed on the back of the mai

EXAMPLE 1 - UNDELIVERABLE AS ADDRESSED

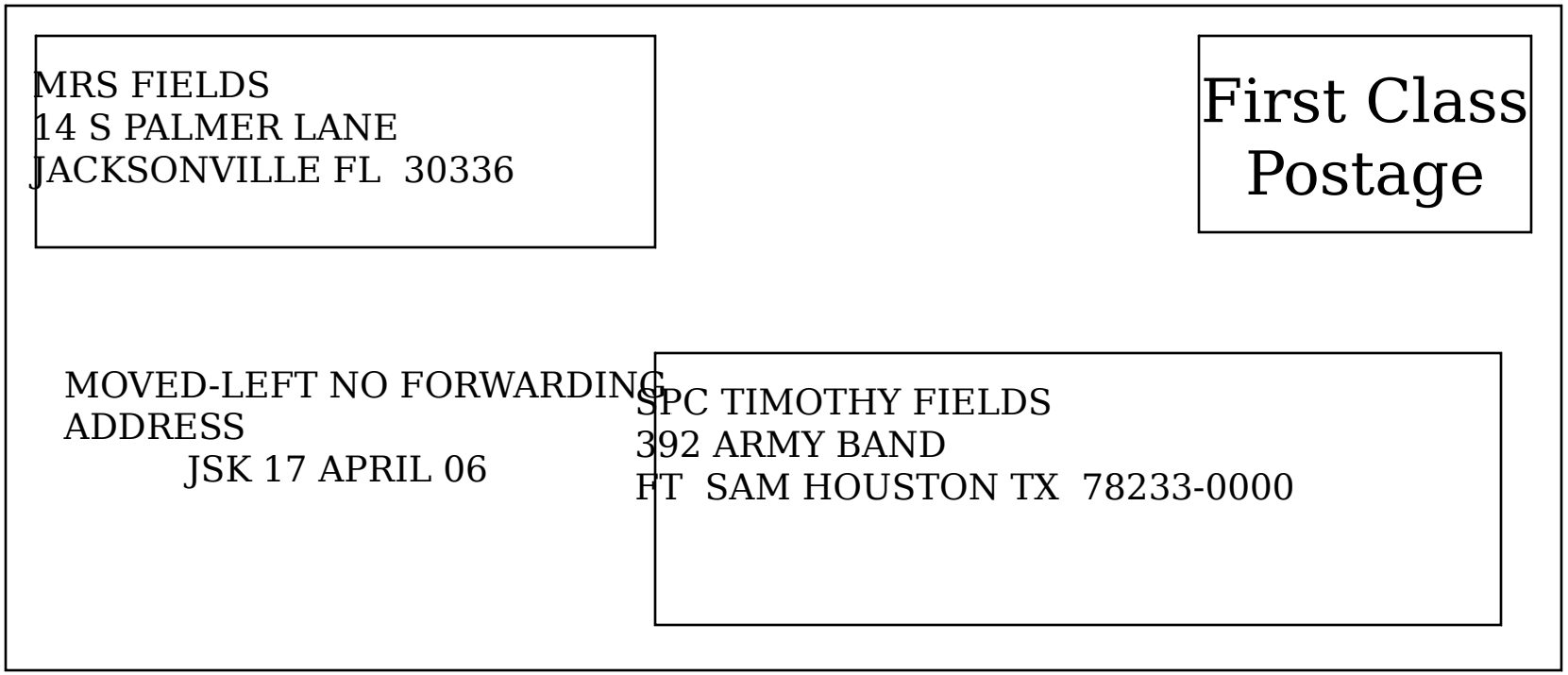


our date stamp would also be placed on the back of the mai

MAIL FOR AWOL PERSONNEL

Mail received for personnel in AWOL status shall be held for 30 days. After the 30th day normal directory mail service resumes.

EXAMPLE 1 - AWOL PERSONNEL

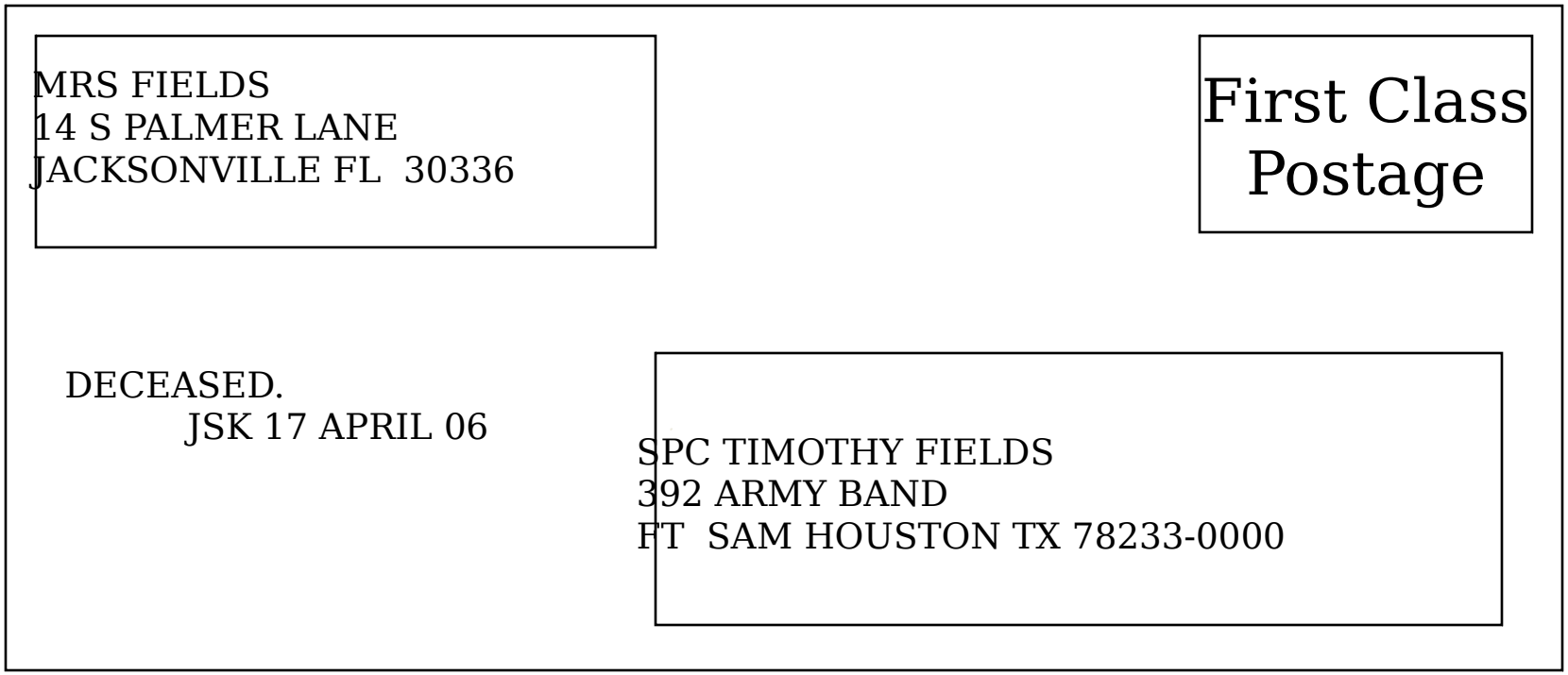


his endorsement would be placed on the mail after it has be
eld for 30 days and member officially declared a deserter.
our date stamp would also be placed on the back of the mail

HANDLING MAIL FOR CASUALTIES

- Under no circumstances shall mail for casualties be returned to sender or forwarded to next of kin until absolute verification is obtained that next of kin have been notified
- This mail may be held for as long as necessary to prevent inadvertent disclosure of casualty status before notification of next of kin

EXAMPLE 1 - CASUALTY PERSONNEL



his endorsement would be placed on the mail after it has be
eld for as long as necessary for the next of kin to be notified
our date stamp would also be placed on the back of the mail

POSTAL DIRECTORY

- Postal Directory is accomplished normally on DA Form 3955 - Change of Address form or electronic listing
- The postal directory shall be arranged alphabetically by last name in one file, regardless of status or rank
- Postal directory information for members presently served, minimally, shall contain full name, grade, organization, and full mailing address. Annotate dependents full name in remarks section of the card
- Postal directory information for departed members shall include date departed, purge date, forwarding address, and arrival date
- When a member is no longer serviced by the postal activity, code the directory card for destruction in 12 months. For example, if a member departs in May 2009 code the card for destruction in June 2010
- During the first work week of each month, the directory file shall be screened and all expired cards shall be removed and destroyed

DA FORM 3955

- **Each person departing Fort Hamilton must make out one copy of DA Form 3955.**

- **Units are required to deliver all DA Form 3955s to their mailroom within one duty day after the soldier departs.**

- **Regular Army forwarding address is the next unit of assignment, as shown on their orders.**

- **Reserve and National Guard forwarding address is the Individual's Home of Record.**

DA FORM 3955 - INPROCESSING

PRINT NAME (Last, First, MI)	GRADE	SSN	PURGE DATA
DOE, JOHN J.	PVT	123-45-6789	

NEW ORGANIZATION (Complete Designation)
HHC 49th QM GRP. 3300 B AVE, FORT BELVOIR VA 23801-1712

BOX NUMB

If Applicable

DATA REQUIRED BY THE PRIVACY ACT OF 1974: AUTHORITY: Title 39 USC and DOD/Postal Service agreement, 2 Feb 59. **PRINCIPLE PURPOSE**: To route and forward (Directory) mail. **ROUTINE USES:** Used by Army military and civilian personnel in mail functions and address inquires. Data are inspected by commanders, postal officers, and military and civilian inspectors. **DISCLOSURE:** Voluntary. However, failure to provide the requested information could result in delay/inability to forward mail.

Old mailing address (Include BOX No. if any, and SIP Code)

1234 Main ST.
St. Louis, IL 62404

O
R

502nd PSB. A. Company
Ft. Hood, TX 76544

MEW ,AO;OMG ADDRESS (Include AIP Code)

DATE ~~DEPARTED OLD ORG.~~

DATE DUE NEW ORG.

QUARTERS/OFF POST ADDRESS

602 Jackson Circle
Ft. Lee, VA 23801

REMARKS

Names of dependents

CONSENT: ☐ I DO ☐ I DO NOT CONSENT TO RELEASE THE ABOVE HOME ADDRESS OR SSN TO THIRD PARTIES.

HEADQUARTERS ISSUING ORDERS

SIGNATURE	DATE	ORDER NUMBER	ORDER DATE
[signature]	25 Mar 00		

DA FORM 3955

CHANGE OF ADDRESS AND DIRECTORY CA

DA FORM 3955 - OUTPROCESSING

PRINT NAME (Last, First, MI)	GRADE	SSN	PURGE DATA
DOE, JOHN J.	PVT	123-45-6789	APR 01

NEW ORGANIZATION (Complete Designation) — BOX NUMB

1st AG Rpl. Det. APO AP 96205 OR 140 Main St. Ogden, UT 44150

DATA REQUIRED BY THE PRIVACY ACT OF 1974: AUTHORITY: Title 39 USC and DOD/Postal Service agreement, 2 Feb 59. **PRINCIPLE PURPOSE**: To route and forward (Directory) mail. **ROUTINE USES:** Used by Army military and civilian personnel in mail functions and address inquires. Data are inspected by commanders, postal officers, and military and civilian inspectors. **DISCLOSURE:** Voluntary. However, failure to provide the requested information could result in delay/inability to forward mail.

Old mailing address (Include BOX No. if any, and ZIP Code)	NEW ,AO;OMG ADDRESS (Include AIP Code)
HHC 49th GRP 3300 B AVE FORT LEE, VA 23801-1712	1ST AG REPL. DET APO AP 96205 OR 140 MAIN ST OGDEN UT 44150

DATE DEPARTED OLD ORG:	DATE DUE NEW ORG:
25 Mar 00	25 Apr 00

QUARTERS/OFF POST ADDRESS	REMARKS
602 Jackson Circle Ft. Lee, VA 23801	Names of Dependents

CONSENT: ☒ DO NOT CONSENT TO RELEASE THE ABOVE HOME ADDRESS OR SSN TO THIRD PARTIES.

HEADQUARTERS ISSUING ORDERS: CASCOM

SIGNATURE	DATE	ORDER NUMBER	ORDER DATE
[signature]	25 Mar 00	000 -00	4 MAR 00

DA FORM 3955 — CHANGE OF ADDRESS AND DIRECTORY CA

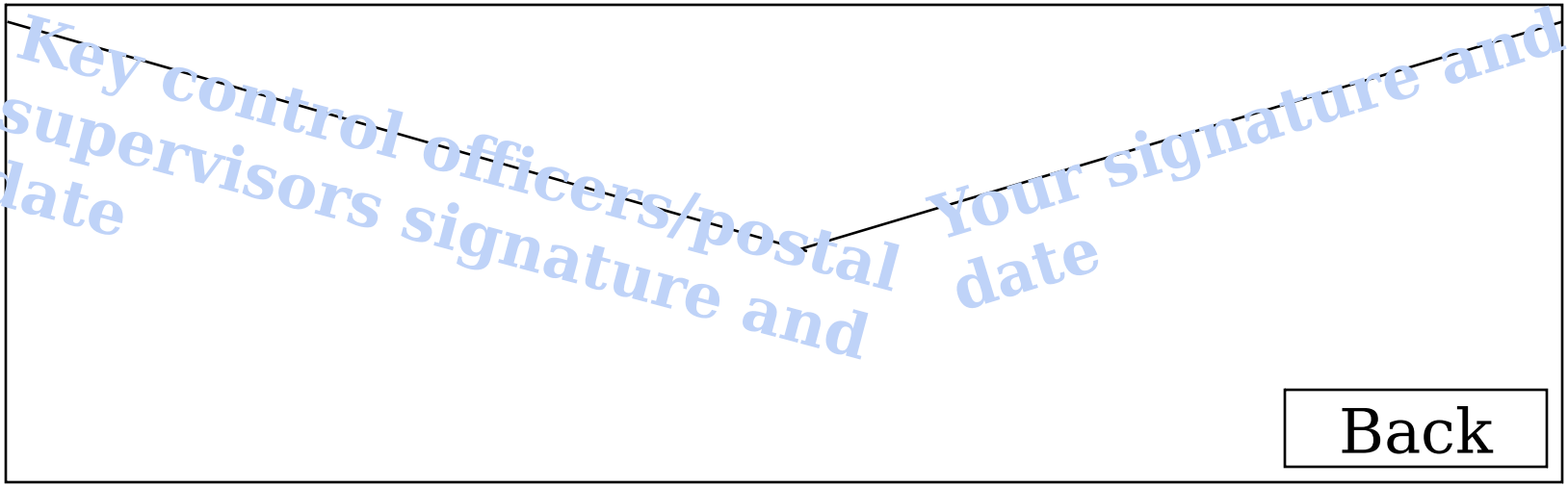
FILING

- Assignment
- Maintenance/Rec
  Cards
- Checking Assigne
  Receptacles
- Keys & Combinati
- Mail Delivery
- Withdrawal

CONTROL OF KEYS AND COMBINATIONS

- UMR's shall be locked at all times during non-duty hours or when not in use
- The UMR supervisor shall be the custodian of the keys and shall keep a current list of those personnel who are issued a key
- Keys to the UMR shall be safeguarded at all times
- Combinations of containers used to store registered mail shall be changed annually, when there is a change of mail clerks, and when an actual or suspected compromise occurs
- Each duplicate key and copy of a combination shall be sealed in a separate envelope or a PS Form 3977 which is a duplicate key envelope. The envelope shall be endorsed to show contents and shall be kept in a safe controlled by the CDR or a designated representative
- The individual holding the original key or combination and the individual holding the duplicate key or combination shall sign across the flap of the sealed envelope
- New envelopes shall be prepared when the combination or accountability changes

DUPLICATE KEY ENVELOPE



INSPECTIONS

- **DAILY** - Unit Mail Rooms shall be checked daily by supervisory personnel to ensure that mail is handled correctly and promptly

- **WEEKLY** - Supervisory personnel shall also do weekly self-inspections to include, but not limited to an examination of the following:
  - Compliance with current postal policies and procedures
  - Maintenance of directory files and unit postal records
  - Mailroom security

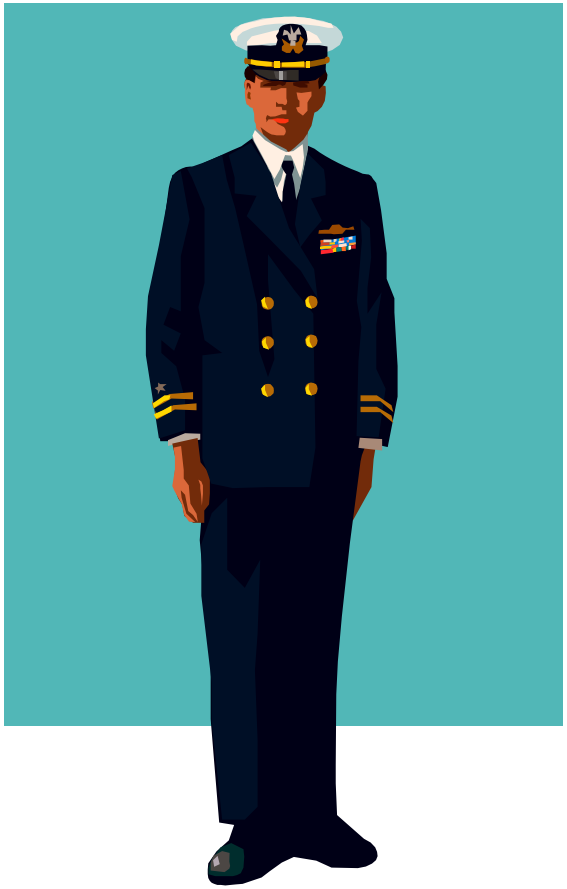
- **QUARTERLY** - The Postal Officer, Military Postal Office Supervisor, or a designated representative of the servicing postal activity shall conduct unannounced inspections at least once per quarter of all Unit Mail Rooms that he or she services.
- Inspections shall be conducted

UNIT POSTAL OFFICERS
POSTAL SUPERVISORS

- Develop and issue Standard Operating Procedures
- Monitor training of mail clerks/orderlies
- Ensure mail is handled correctly and timely
- Conduct weekly unannounced inspections
- Notify the Commander or the servicing postal activity immediately of any known or suspected offenses and/or losses

UNIT COMMANDERS

- **Check mailrooms periodically**
- **Ensure personnel residing in housing or billeting where USPS provides delivery service are receiving their mail at their quarters and not through the Unit Mail Room**
- **Report and take required action on**



UNIT COMMANDERS MUST ENSURE THE OFFICIAL MAIL AND DISTRIBUTION CENTER IS INFORMED OF ALL CHANGES MADE PERTAINING TO THE ORGANIZATION'S

TRANSPORTING MAIL

- A closed-body vehicle equipped with lockable doors shall be used to transport mail to-and-from mail service areas
- If a closed-body vehicle is not available and another kind is used, mail clerks or orderlies shall ride in the compartment that holds the mail, if practical
- If conditions prohibit personnel from riding in the compartment with the mail, than visual contact shall be maintained with the mail at all times
- Privately Own Vehicles (POV) shall never be used to transport mail
- But if an emergency situation occurs requiring a POV to be used on a temporary basis, it's use shall be requested by the unit CDR and approved by the servicing postal activity

ARMY REGULATION 380-5

MAIL CLERKS

- Provide mail service and operate the UMR under current regulations
- Safeguard mail at all times
- Maintain up-to-date directory files
- Perform prompt directory service on all undeliverable mail and expeditiously return it to the servicing post office no later than the following workday after receipt
- Deliver accountable mail and properly maintain accountable mail records
- Correct all discrepancies noted on mailroom inspections as soon as possible